



## WORK FROM HOME RESOURCES

### WHAT IS VPN?

A VPN, or Virtual Private Network, creates a safe & secure connection between Sprouts corporate network and your Sprouts provided laptop when working from home or traveling abroad. VPN allows access to important applications & network resources as though you are sitting at your desk at work.

#### HOW TO INSTALL VPN FOR WINDOWS

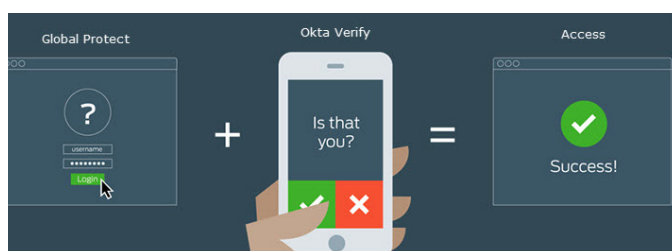
Most Sprouts laptops have the GlobalProtect VPN client preinstalled; to verify this, click the Windows button, then type GlobalProtect. If GlobalProtect is not found, proceed with the installation instructions below:

##### GlobalProtect VPN Installation:

1. On your work laptop, go to <https://vpn.sprouts.com>. Use your Sprouts user ID & password to login.
2. Select **Download Windows 64 bit GlobalProtect agent**.
3. Double-click the downloaded app and follow the prompts to install.

#### CONNECT TO THE SPROUTS NETWORK WITH VPN

1. Connect to your home or remote workplace Internet.
2. Open GlobalProtect on your Sprouts provided laptop.
3. Click **Connect**.
4. Type in your Sprouts user ID & password then click **Sign In**. Click **Send Push**.
5. You will receive an approval on your smartphone.
6. Tap **Yes, It's Me** to approve your login attempt.



#### WHAT IS OKTA VERIFY?

Okta Verify is Sprouts Multi-Factor Authentication (MFA) mobile app that provides an additional layer of protection & verifies your identity when using business sensitive applications and/or VPN.

#### HOW TO INSTALL OKTA VERIFY

Team members will need Okta Verify installed on their smartphone to verify their identity when connecting on VPN.

##### iPhone Installation instructions:

1. Tap the App Store.
2. Search for & select Okta Verify.
3. Tap the Download Cloud button.

##### Android Installation instructions:

1. Tap Google Play Store.
2. Search for & select Okta Verify.
3. Tap Install If prompted to allow Okta to access your identity and camera; Tap Accept.


#### CONFIGURE OKTA VERIFY MOBILE APP

4. On your work laptop, go to <https://sprouts.okta.com>. Use your Sprouts user ID & Password to login.
5. At the top right, click your name. Select settings.
6. Click Edit Profile. If prompted for a Password, enter your Sprouts password.
7. Under Okta Verify, select Setup. Select Android or iPhone. A QR Code will appear.
8. On your smartphone's Okta Verify mobile app, select Add Account (iPhone) or + (Android).
9. Scan the QR Code with your smartphone. Click Done on your work laptop.




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## HOW TO INSTALL WEBEX

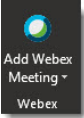
### Request A Webex Account:

1. Go to <https://mysupport.sprouts.com>.
2. Search for **Cisco Webex**.
3. Select **Application – Access Request**. 
4. Select **Webex** under the Application field, provide a business reason for requesting the application and click **Submit for Processing**.
5. Wait for an email stating that your request has been completed.

### Install the Webex Applications: *(Microsoft Windows Instructions)*

6. Click the **Windows button**. 
7. Type **Software Center**. Select **Software Center**.
8. Select **Webex Meetings - Desktop App**.  
9. Select **Install**. The app will begin to download and automatically install.
10. Repeat Steps 6 thru 9 for **Webex - Productivity Tools for Outlook**.






## SCHEDULE A MEETING WITH WEBEX

1. Connect your laptop to the Internet.
2. Open **Outlook**.
3. Schedule a meeting and add attendees.
4. Before sending, click the **Add Webex Meeting** button in the banner of the invite. 
5. Click **Send**.

## JOIN A WEBEX MEETING

1. Locate the Webex meeting invitation in your email.
2. Click **Join meeting**.
3. Type in **your First & Last Name**.  
Click **Join Meeting**.
4. Select the audio method **Call Me**.
5. Enter **your phone number**  
(example: 85558675555) then select **Call Me**.

## WEBEX MEETING CONTROLS

-  Mute Audio & turns red when you are muted.
-  Video; Turns blue when video is broadcasting.
-  Share your screen.
-  Participants; See who is in the meeting.
-  End meeting.

## COLLABORATE WITH MICROSOFT TEAMS

1. Use chat and one on one screen sharing to collaborate with remote coworkers.
2. For instructions: Go to <https://mysupport.sprouts.com> and search for **Microsoft Teams Collaboration**. Review the Master Article list for information on how to use Microsoft Teams.

## FORWARD CALLS FROM YOUR SPROUTS PHONE

1. Connect to Sprouts Network or login using VPN from your home or hotel.
2. Go to <http://myphone.sprouts.com>. Use your Sprouts user ID & password to login.
3. Click **call forwarding**. Check the box **Forward all calls to** select **Add a new number**.
4. Type **8** followed by **your number**  
(example: 85558675555) then click **save**.

## CHECK YOUR SPROUTS VOICEMAIL

Sprouts IT enables voicemail to email for everyone by default. All of the voicemails you receive will be sent to your email as an attachment. Simply double click the attachment to listen to your voicemail. Alternatively, you can also check voicemail from your phone.

1. Dial **your office phone number**.
2. When your voicemail begins playing, press the \* key followed by **your 4-digit extension** then press the # key.
3. Enter **your pin number** followed by the # key.

### WEBEX ALTERNATE VOICE DIAL-IN NUMBERS

If you experience any issues dialing into webex, you can try these alternative numbers:

- CHICAGO +1-312-535-8110
- DALLAS +1-469-210-7159
- DENVER +1-720-650-7664
- JACKSONVILLE +1-904-900-2303
- LOS ANGELES +1-213-306-3065
- NEW YORK CITY +1-646-992-2010
- PHOENIX +1-602-666-0783
- SEATTLE +1-206-207-1700
- WASHINGTON D.C. +1-202-860-2110

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## WFH EQUIPMENT REQUEST

Use the following self-service process to request WFH peripherals such as monitors, keyboards, docks & phones:

1. Go to <https://mysupport.sprouts.com>.
2. Search for **Request Work From Home Equipment**.
3. Select the equipment you are requesting under **Options**.
4. Specify where you want the equipment delivered. If the equipment is being shipped, provide the recipient name and full address.
5. You will receive an email when your request has been initiated and a follow-up when it has been completed.

## UPDATE MY WFH STATUS VIA MICROSOFT TEAMS

You can provide your co-workers with your availability via a status message in Microsoft Teams. Status messages will conveniently display when they attempt to message you.

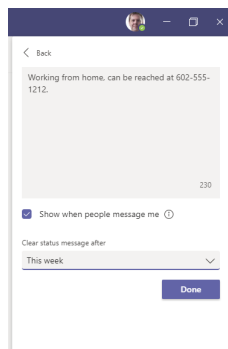
### Add Status Message:

1. From within the Microsoft Teams desktop app, click on your profile picture.
2. Click **Set Status Message**.
3. Enter your preferred message (ex: "Working from home, can be reached at 602-555-1212")
4. Check the box for **Show when people message me**<sup>1</sup> if you want your status displayed above the message bar.
5. Click the dropdown for **Clear status message after** and select your desired timeframe.

### Edit or Clear Your Status

#### Message:

1. Click on your profile picture.
2. Hover over the existing status message.
3. Click the **pencil icon** to edit or clear the message.



<sup>1</sup>We recommend keeping your status message ~10 words or less if you check this box.

## TEAM MEMBER DIRECTORY SEARCH

Find Team Member contact information via our Self-Service Support Portal:

1. Go to <https://mysupport.sprouts.com>.
2. Under **Resources**, select **Team Member Directory**.
3. In the Search Bar, Type in a **Team Member Name**.
4. Click the Team Member to display all relevant information including email and available phone numbers.

*Want to easily find Sprouts Team Members Contacts on your mobile phone?* For step-by-step instructions, visit <https://mysupport.sprouts.com> and type in **KB0011700** for iPhone and **KB0011701** for Android in the search bar.

## LOCATION DIRECTORY SEARCH

Find location details about one of our stores, DCs or offices via our Self-Service Support Portal:

1. Go to <https://mysupport.sprouts.com>.
2. Under **Resources**, select **Location Directory**.
3. A list of all of our Sprouts Locations are shown.
4. From here, you can keyword search in the search field including store number, store manager, city, state, etc.
5. Click the **Location Number** to display all relevant information about that location.

## ADD YOUR MOBILE PHONE TO THE TEAM MEMBER DIRECTORY

All Team Members with company-paid mobile phones are encouraged to add their work cell number to the company directory for others to find:

1. Go to <https://myhr.sprouts.com>.
2. Click on **Name, Address, and Telephone**.
3. Click **Add Alternate Number**.
4. For **Type** select **Work Cell**.
5. Select **United States** for **Country**; Enter **your Work Cell Number**, For **Private** select **No**<sup>2</sup>.
6. At the top right of the screen, click **Save**.

Detailed step-by-step instructions with screenshots are available at <https://mysupport.sprouts.com> and type in **KB0015880** in the search bar.

<sup>2</sup>Your work cell will automatically show up in the company directory and Outlook Address Book within 24 hours.